

Name:

Nelson Information Technology Unit 3, Chapter 1

Multiple Choice

Identify the choice that best completes the statement or answers the question.

1. The five components of an information system include
 - A software, hardware, data, personnel and procedures.
 - B hardware, manipulation, personnel, efficiency and data.
 - C procedures, hardware, design, evaluation and personnel.
 - D efficiency, effectiveness, data, manipulation and procedures.
2. Characteristics of usable data include
 - A accuracy, reliability, primary, completeness and relevance.
 - B suitability, reliability, accuracy, timeliness and freedom from bias.
 - C completeness, freedom from bias, accuracy, suitability and reliability.
 - D timeliness, accuracy, completeness, freedom from bias and relevance.
3. To be useful to a user, information must include the following characteristics
 - A Efficiency, bias, redundancy and relevance.
 - B Timeliness, printability, reliability and accuracy.
 - C Evaluability, maintainability, accessibility and completeness.
 - D Reliability, timeliness, accuracy, and have a clear message or meaning.
4. There are nine steps of information processing. In correct order, those steps are
 - A storage, input, output and validation.
 - B disposal, input, acquisition and storage.
 - C input, validation, storage and communication.
 - D output, acquisition, validation and communication.
5. Which step of information processing is designed to check the accuracy and reasonableness of input data?
 - A Input.
 - B Testing.
 - C Validation.
 - D Evaluation.
6. Types of information we might use include
 - A newsletters, surveys, reports and websites.
 - B primary sources, websites, testing and surveys.
 - C websites, newsletters, reports and multimedia presentations.
 - D microphones, surveys, multimedia presentations and reports.
7. Some common characteristics of audiences include
 - A Status, location, age and suitability.
 - B Culture, special needs, gender and reliability.
 - C Timeliness, special needs, culture and status.
 - D Where the audience is located, gender, age and status.
8. The four hierarchy levels in companies from top to bottom are
 - A Senior management, middle management, operational management and operation workers.
 - B Operational workers, middle management, operational management and senior management.
 - C Senior management, operational management, middle management and operational workers.
 - D Operational management, operational workers, senior management and middle

management.

9. A detailed report differs from a summary report in that a detailed report contains _____ information while the summary report is _____.
A more specific, briefer C tabulated, more specific
B briefer, more specific D briefer, enhanced with more text
10. Middle management is usually responsible for what types of decisions in an organisation?
A Strategic. C Operational.
B Tactical. D Summarised.
11. An information management problem arises when
A staff have clearly defined objectives.
B an organisation's goals are not being met.
C the problem-solving methodology is followed.
D an organisation's mission statement is outlined.
12. Which of the following activities are part of the problem-analysis step?
A Install the system and produce user documentation.
B Define the problem and define the data requirements.
C Check that formulas and validation are working correctly.
D Ensure that users are happy with how the new system works.
13. A common tool used in the Design step to show the main procedures to be followed to create a solution is a
A flow chart. C data flow diagram.
B layout diagram. D user acceptance survey.
14. A _____ refers to the appearance or layout of a document (i.e. the type of information), whereas a _____ is a formal way of displaying information.
A convention, format C format, convention
B softcopy, hardcopy D printout, spreadsheet
15. Planning, coordinating and controlling the development of a solution to an information problem is known as
A system evaluation.
B project management.
C producing a PERT chart.
D following the problem-solving methodology.
16. A significant stage in a project with zero duration is called a
A milestone. C predecessor.
B critical path. D dependency.
17. A project management tool which represents a visual timeline of tasks is a
A flow chart. C Gantt chart.
B PERT chart. D layout diagram.
18. A _____ chart best shows dependencies.
A flow C PERT
B Gantt D layout
19. The longest time running through a project indicating its earliest completion date is the
A milestone. C project table.
B slack time. D critical path.
20. The Project Manager will use a _____ to plan all the tasks, milestones, resources and dependencies in a project.
A flow chart C project table
B critical path D database management system